



Position Description

Title	ATS Operations Administrator
Air Traffic Services	
Locations:	Christchurch
Reports to:	ATS Senior Operations Administrator
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	April 2026

Overview

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, One Airways, Excellence and Success in all that we do.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, check out www.airways.co.nz/about.

Business Unit Purpose

Air Traffic Services group is an operational business unit responsible for the safe and efficient operation of domestic air traffic and successful management of statutory customer relationships.

Purpose of the Position

The purpose of the role is to provide operational administrative support and coordination for the Air Traffic Service units and teams.

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Areas of Accountability	
Leadership	<ul style="list-style-type: none"> ▶ Promotes the vision of the organisation both internally and externally. ▶ Sets the standard for professional behaviour and excellent work habits that support a positive, performance-based environment. ▶ Represents Airways professionally and enthusiastically.
Operations Administration	<ul style="list-style-type: none"> ▶ Provide targeted and high-quality operations administrative support to the Air Traffic Services staff, including but not limited to travel bookings, Dynamics support and associated activities, new employee/onboarding support, stationery/café stocks maintained. ▶ Provides first layer training and support for ARCHR, including updating medical and CAA license information, printing of rosters and assisting with recalls as directed. ▶ Ensure documentation/maps are distributed and updated within relevant timelines. ▶ Provide administrative meeting support when requested, including arrangements of key meetings and minute taking. ▶ Provides administrative training support including file maintenance and famil requests. ▶ Provides a professional, flexible, organised, proactive and positive approach to juggling multiple tasks, competing priorities and the internal customers to which they are assigned. ▶ Acts as a subject matter expert and provides technology support for the business team in key office tools, core administrative processes and policies. ▶ Provides assistance and support to ATS assurance activities, included but not limited to Risk Administration activities, ATS AQD review and maintenance ▶ Other activities and events as directed by manager.
Property and Facilities Management	<ul style="list-style-type: none"> ▶ Proactively manages and coordinates any facility or property issues i.e. air- conditioning, lighting, cleaning, lifts, photocopiers ▶ Ensures kitchen, toilet and office supplies are purchased in a timely manner. ▶ Does daily maintenance and cleaning of office coffee machine. ▶ Ensures meeting rooms are kept tidy and maintained.

Administration Network	<ul style="list-style-type: none"> ▶ When requested, provide assistance to the administration network when required, eg. to cover periods of sickness/annual leave. ▶ Provide reception cover on a rostered basis to cover all breaks, training, scheduled and unscheduled leave, when required. (Christchurch staff only)
Team Administration	<ul style="list-style-type: none"> ▶ Conducts additional administrative tasks in support of all ATS business area/s. ▶ Conducts training collaboratively with colleagues to ensure continuity of service ▶ Both the business area and the tasks may change over time without impacting the position description.
Customer Focus	<ul style="list-style-type: none"> ▶ Meets and greets visitors, including supervision of contractors within the operational areas. ▶ Interacts regularly and positively with managers, Airways people, and agencies to professionally field queries and questions.
Self-Development	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
Health, Safety & Risk	<ul style="list-style-type: none"> ▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training. ▶ Responsible for identifying and proactively reporting risks. ▶ Participates in activities undertaken to manage risk across Airways including improving controls effectiveness.
Travel Requirement	<ul style="list-style-type: none"> ▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	<ul style="list-style-type: none"> ▶ Responsible for managing an <u>opex</u> budget of \$Nil.
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for <u>capex business cases</u> \$Nil. ▶ Delegated financial authority for <u>transactional expenditure</u> of \$Nil.

Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$Nil. ▶ Please refer to Delegated Authority Policy for further information.
Legislative Owner	▶ Nil.
Safety Sensitive	▶ No.

Key Relationships / Customers	Nature of Relationship
-------------------------------	------------------------

Internal

Senior ATS Operations Administrator	Manager, reports to, work collaboratively with
Executive Managers	Key stakeholders, work collaboratively with to deliver key projects
Team Leaders and Managers	Work collaboratively with to deliver administration support
Procurement & Property Manager	Key stakeholder
Airways People	Work collaboratively with to deliver key projects and administration

External

Customers and clients	Key stakeholders and customers
Suppliers	Key stakeholders

Formal Qualifications / Training / Experience	Required	Desirable
Tertiary qualification (level 5 or higher) in a relevant field.		✓
Advanced IT skills in Microsoft Excel, Word, Outlook and PowerPoint.	✓	
Proven experience in administration, management, reporting and prioritising both time and varied work tasks.	✓	
Experience and ability in implementing administration systems in the workplace.	✓	
Experience within aviation, engineering or other technology-based industries is preferred but not essential.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
A team player who is motivated and enthusiastic and is able to use initiative.	✓	
Proven communicating skills, both verbal and written.	✓	
Demonstrated interpersonal skills and influencing and collaborative behaviours and the ability to work with diverse teams and people.		
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
Enthuses & Inspires - Is enthusiastic about what they do; has drive and energy and is prepared to do more; gets boots dirty and rolls up sleeves; sets the scene by painting the whole picture, gives goals and is genuinely interested in how things are going by keeping people posted on performance; is calm in the face of negativity and doesn't back off.	✓	
Planned & Organised - Develops realistic plans to ensure deadlines are met; ensures all resources available to implement the plan; continually re-prioritises as new work comes in, based on criteria and information from the customer; works on a number of jobs simultaneously without any dropping off.	✓	
Communication - Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; is clear and concise, seeking to be understood; anticipates needs of audience and adapts style and communication methods using face to face for difficult issues; listens and seeks to understand other points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.	✓	
Quality Focused - Thoroughly checks own work against standards, designs or specifications; tests in detail all functionality before releasing systems; uses knowledge of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.	✓	

Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	<p>Coaches and develops others: Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others</p> <p>Fosters trust, safety, and inclusion: Treats others with respect and values diverse perspectives</p> <p>Celebrates the success and achievements of others: Congratulates peers on their success</p>	✓
Serve all Airspace users	Safety Focused Thinking	<p>Operates with a safety-led mindset: Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety</p> <p>Applies a customer-centric lens: Understands the needs of relevant customers and stakeholders</p>	✓
Unlock Future Growth	Innovation & Results Driven	<p>Focuses on growth, financial performance, and drives innovation: Focuses on growth and financial impacts and looks for innovative solutions</p> <p>Considers future needs when making decisions: Understands future objectives and needs</p> <p>Strives for excellence in performance: Completes day to day tasks at a high quality</p>	✓
Support Sustainable Aviation	Sustainability Champion	<p>Promotes sustainability and champions sustainable practices: Champions Airways commitment to sustainability</p> <p>Embeds and improves sustainable practices: Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes</p>	✓

Our values underpin everything we do



We are
safe

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



We strive for
excellence

We deliver our best work each and every day, and look for ways to continue to improve what we do



We are
One Airways

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration



We celebrate
success

We recognise our people's achievements, big and small, and celebrate our successes